



# COMMUNITY IMPACT REPORT

Fiscal Year 2020

Caring for Our Community in the Time of COVID-19

# ABOUT CHILDREN'S HOSPITAL LOS ANGELES

Founded in 1901, Children's Hospital Los Angeles is the highest-ranked pediatric hospital in California and fifth in the nation on the prestigious U.S. News & World Report Honor Roll of best children's hospitals. U.S. News ranks Children's Hospital Los Angeles in all 10 specialty categories. Clinical care at the hospital is led by physicians who are faculty members of the Keck School of Medicine of USC through an affiliation dating from 1932. The hospital also operates the largest pediatric residency training program at a freestanding children's hospital in the Western United States. The Saban Research Institute of Children's Hospital Los Angeles is home to all basic, translational, clinical and community research conducted at the hospital, allowing proven discoveries to quickly reach patients.

## Our Mission:

We create hope and build healthier futures.

**As a leader in pediatric academic medicine, we fulfill our mission by:**

- Caring for children, teens, young adults and families
- Making discoveries and advances that enhance health and save lives
- Training those who will be the future of child health
- Supporting our communities, especially underserved populations

## Beyond Well – Community Impact at Children's Hospital Los Angeles

We believe that stronger communities create healthier and more resilient children. As a part of our efforts to create hope and build healthier futures, Children's Hospital Los Angeles is broadening the scope of its commitment to include the communities surrounding it.

To do this, we are leveraging the hospital's significant health care expertise, as well as its purchasing and employment power, to help build communities where "wellness" goes beyond health care.

Team members and leaders are coming together with community partners in three distinct yet intertwining efforts:

### Well Families

**Goal:** Improve infant, child, adolescent and young adult health outcomes.

### Working Well

**Goal:** Enhance access to employment and training opportunities for underrepresented individuals.

### Well Communities

**Goal:** Spur local economic growth and champion environmental sustainability.

# A LETTER FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

Children's Hospital Los Angeles is proud to be one of the country's premier pediatric medical centers—yet we are far more than a hospital: We are an integrated health system, a concerned neighbor, career builder, health educator and community partner.

Beyond the moments our precious young patients, their families and visitors spend with doctors and nurses at our main campus and other locations, Children's Hospital's community involvement reaches into the everyday life of the East Hollywood/Hollywood neighborhood, home to our organization for more than a century.

In Fiscal Year 2020, Children's Hospital Los Angeles and its team members gave much of their time, expertise and resources to address health disparities and socioeconomic challenges, all of which were heightened by the COVID-19 pandemic. Rather than doing this work in isolation, our team members sought out civic and nonprofit organizations and individuals inspired by and aligned with our mission to create hope and build healthier futures.

We have identified three pillars in our plan for Community Impact with which this organization can make the greatest possible difference: Health Services, Employer and Workforce Development, and Economic and Community Development. Within these roles, projects overlap and reinforce each other for even stronger impact.

Despite the shadows of the pandemic, Children's Hospital Los Angeles was able to launch and sustain significant efforts in each area of the plan and help more community members thrive. I am excited about the months to come as we pursue a brilliant future together.

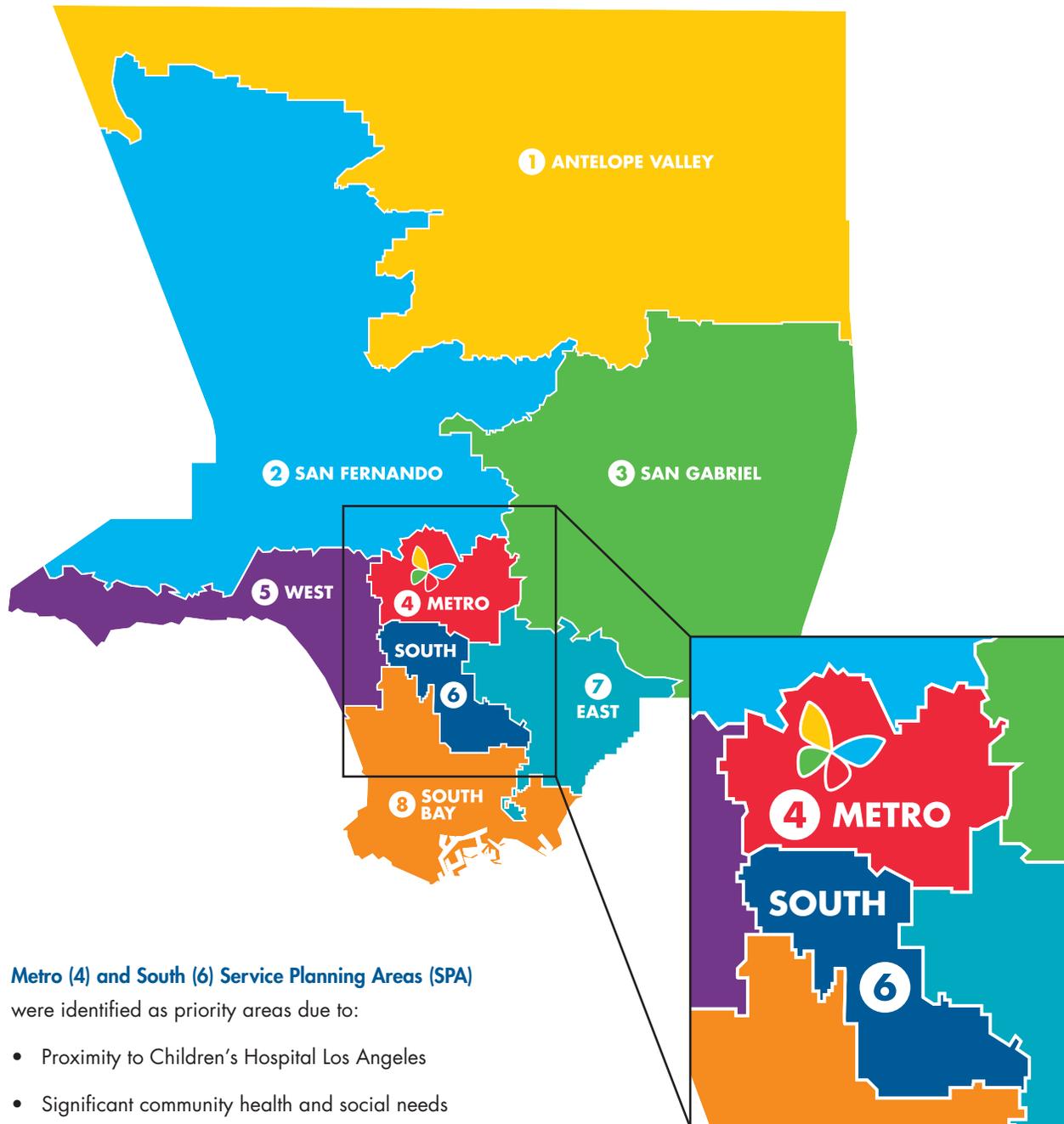
Warmest regards,



A handwritten signature in black ink that reads "Paul S. Viviano".

**Paul S. Viviano**  
President and Chief Executive Officer

# DEFINING OUR COMMUNITY



## **Metro (4) and South (6) Service Planning Areas (SPA)**

were identified as priority areas due to:

- Proximity to Children’s Hospital Los Angeles
- Significant community health and social needs identified in CHLA’s 2019 Community Health Needs Assessment
- Percentage of CHLA patients from these areas (48% of LA County in FY18)

# HARNESSING DIGITAL TECHNOLOGY

Children’s Hospital expanded its online and virtual communications platforms to keep the community connected.

## A Critical Screening App

In 2020, the CHLA Innovation Studio developed a digital symptom assessment tool to screen visitors and staff for coronavirus before entering any of the hospital’s 12 locations. The multilingual web-based tool prompts individuals to answer questions about COVID-19 symptoms and contacts, then flashes green if the person is clear to enter or red for further evaluation.

The technology proved so effective at streamlining the screening process that CHLA decided to offer it, free of charge, to school districts in Los Angeles County, which were required to have such protocols in place before beginning in-person instruction. “Children’s Hospital’s symptom assessment tool has been a key part in Redondo Beach Unified School District’s successful phased reopening,” says its Superintendent of Schools Steven Keller.

## Empowering Kids

Adults weren’t alone in feeling stressed by the COVID-19 pandemic; children also needed ways to understand and process their emotions. To fill that void, Children’s Hospital published an illustrated children’s book in May 2020—“Careless Corny: A Cautionary Tale”—written by team members in Family-Centered Care Support Services.

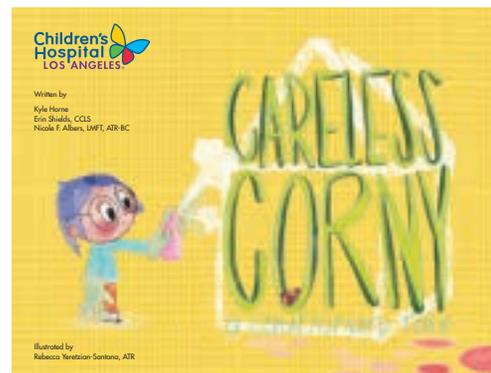
“Books are a critical helping hand for kids dealing with change and anxiety,” says Kyle Horne, CNP, who manages the hospital’s reading program, Literally Healing, and led the effort to produce “Careless Corny.”

The book tells the story of a young child who builds a “slime shield” against Corny Coronavirus, a green

blob that spreads germs. It includes tips for families on having difficult conversations with their children. A softcover print version in English or Spanish was given to patients. A free e-book was available for download in English, Spanish, Farsi, Arabic, Vietnamese, Korean, and traditional and simplified Chinese.

## COVID-19 Information Resource

Throughout FY20 and beyond, Children’s Hospital transformed its website into a coronavirus information center. Important stories have included safety measures at CHLA, COVID-19 testing, vaccines and kids, how to talk to a child or a teen about the novel coronavirus and more. In addition, the hospital informed families about the importance of maintaining routine vaccinations, well-child visits and chronic care appointments, and about multisystem inflammatory syndrome in children (MIS-C), a new COVID-19-related condition affecting some children. The online stories continued with the advent of vaccines, in response to the community need for accurate, up-to-the-minute news. From March through June 2020, the site saw more than 3.7 million page views for its coronavirus-related content, and more than 5.5 million page views to date on this content.



# HEALTH SERVICES

As one of the nation's leading pediatric institutions, Children's Hospital places a priority on health outcomes and education.

## Health Buzz: Community Outreach and Education

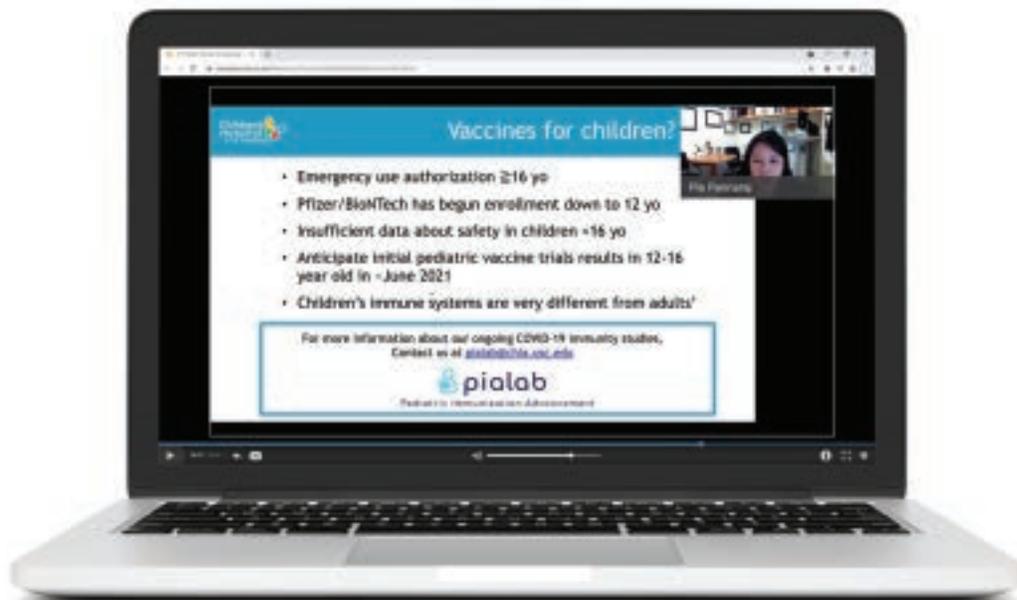
Throughout the second half of 2019, hospital team members shared resources for health and well-being at community resource fairs and other events, held with such partners as Los Angeles City College, Visión y Compromiso, California Health Advocates, St. Anne's Family Services, the Mexican Consulate and Coalition for Clean Air. Children's Hospital also took its Stop the Bleed education—a national awareness campaign to train bystanders to provide aid in a bleeding emergency—to the Alhambra School District and Los Feliz Neighborhood Council.

In response to COVID-19, the hospital's educational outreach went virtual in February 2020. The Office of Community Affairs created a repository of community resources about the coronavirus and began sharing

COVID-19-related information via emails to more than 320 community partners, from nonprofits to schools to city council districts.

In July 2020, the hospital debuted the first two webinars in its virtual programming: Parenting in the Time of COVID-19—age 0-10 and age 11-17, available in English and Spanish. The 146 participants shared with us that this was great information from a trusted source.

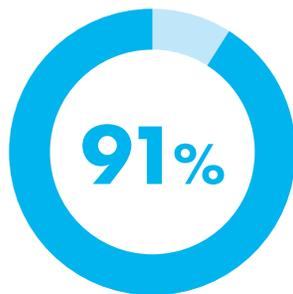
While Health Buzz sessions stemmed from the need to disseminate information virtually because of the pandemic, it has proved to be a powerful method to reach the community and share information and resources in multiple languages.



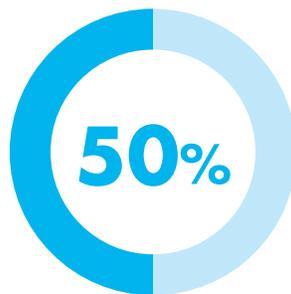
The hospital hosted COVID-19 informational webinars for parents, such as this presentation by Pia Pannaraj, MD, MPH, on the COVID-19 vaccine.

## Home Safe Home Successes

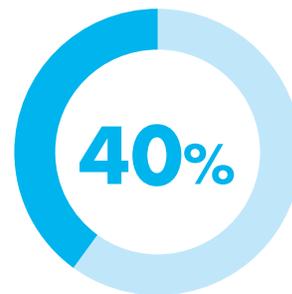
From 2010-2019, families participating in Home Safe Home training reported improving their knowledge of:



**POISON  
EXPOSURE**



**SAFE  
SLEEP**



**TV FALL  
SAFETY**

### Home Safe Home: Injury Prevention

Injury is the No. 1 killer of children and teens in the United States, according to the Centers for Disease Control and Prevention. That statistic—and a knowledge that education is a powerful deterrent—inspires Children’s Hospital’s Home Safe Home program.

Home Safe Home brings together CHLA’s Residency Program in the Division of General Pediatrics with the hospital’s Injury Prevention Program in the Division of Emergency and Transport Medicine to provide home safety training to about 30 families a year from the CHLA General Pediatric Services-AltaMed Clinic.

Families with children under 2 years of age receive a packet of safety equipment, including cabinet

locks, doorknob and stove knob covers, furniture wall straps, electrical outlet covers, corner guards and stairway/doorway gates. The team also provides safety seats and instruction in proper installation for families that have cars.

During home visits, the pediatric residents, supported by attending physicians or staff members from General Pediatrics, answer questions and guide families in making their homes safer for children. Instruction is in English and Spanish, with interpretation when necessary.

With the advent of COVID-19, safety equipment was dropped off at families’ homes and instruction moved to a telephone or online tutorial.



Jennifer Del Valle and Jaycee Jumarang perform a PCR extraction as part of COVID-19 research at CHLA.

## RESEARCH AND RESOURCES

As an academic medical center, Children’s Hospital Los Angeles works to advance new science and new services to help the children we care for daily.

### Unraveling COVID-19

How SARS-CoV-2 spreads within households is key to understanding why some people get infected and others don’t. Infectious disease expert Pia Pannaraj, MD, MPH, is leading an effort at Children’s Hospital Los Angeles to learn more about household transmission of the novel coronavirus and what the role of children may be.

CHLA investigators are collaborating with other researchers in Nicaragua and New Zealand on the study, which was awarded \$4.97 million in July 2020 by the National Institute of Allergy and Infectious

Diseases. Children’s Hospital received \$1.2 million for the U.S. site and plans to analyze households with a member who has tested positive for SARS-CoV-2 to study family spread. “With the flu, we see that children are the main infection hosts, who spread it to other people,” says Dr. Pannaraj. “For COVID-19, we don’t yet know the role children play in transmission within a family. Our goal is to find out.”

The household study is just one example of COVID-19 research that CHLA scientists and clinicians undertook in the past fiscal year—a commitment that is helping to advance medical knowledge for the world.

## Community Ambassadors: Filling a Need Gap

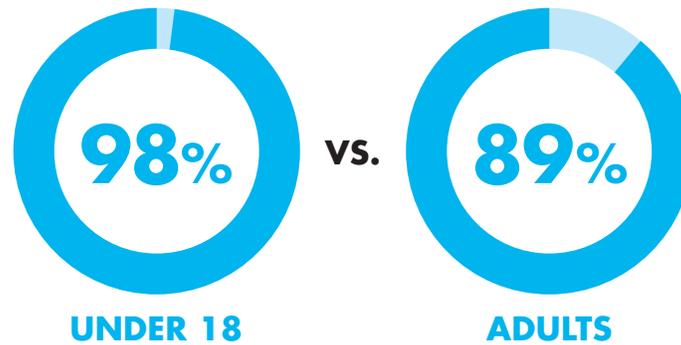
Many families have shared with us that what they often need most is an expert guide to help navigate a complex system of government and community resources. To extend that helping hand, Children’s Hospital Los Angeles launched a new partnership in 2020 with Para Los Niños, a Los Angeles-based nonprofit that empowers underserved children and families. CHLA provided community impact funding to Para Los Niños to recruit four Community Ambassadors from Best Start Metro Los Angeles, a partnership of more than 450 residents and agency representatives.

The Community Ambassadors, who reside in Service Planning Areas 4 and 6 (Los Angeles and South Los Angeles), are modeled after Para Los Niños’ and Best Start Metro LA’s Community Transition Promotor/a model, and are an extension of CHLA Salud, a popular program that first brought promotoras, or health promoters, into local neighborhoods.

The new Community Ambassadors have undergone training with faculty from CHLA and Para Los Niños. Their current focus is providing support for families in accessing basic needs such as food, employment benefits and rent assistance—issues exacerbated by the pandemic.

## Health Care Access

Los Angeles County residents with commercial or public insurance:



Yet Los Angeles County’s overall Health Access Ranking was 45 of 57 counties.

—CHLA Community Health Needs Assessment, 2019

# EMPLOYER AND WORKFORCE DEVELOPMENT

Children's Hospital Los Angeles promotes positive futures with programs that provide on-the-job training and a glimpse at new careers.

## Careers in Health and Mentorship Program (CHAMP)

Internships that allow students to explore a career in health care administration in Los Angeles, such as Children's Hospital's Careers in Health and Mentorship Program (CHAMP), are unique and impactful.

CHAMP marked its seventh year in FY20, inspired by its goal to develop a future workforce in the health care industry, "reflective of the hospital's patient population and the diversity of our local community," says Rolando Gomez, MBA, Administrator, Government and Community Affairs at CHLA.

During the three-month program, interns from area colleges and universities could see firsthand the inner workings of a major pediatric medical center. They participate in career readiness workshops on hospital operations and infrastructure and were matched with a department to gain practical experience—only this time, the work went on remotely. Participating departments included Human Resources, Information Services, Community Affairs, Finance and other administrative departments.

More than 270 interns have participated in CHAMP since 2013. About 50% have gone on to accept a job offer in a health care setting, and 50% continued their higher education.

## Spotlight: From Intern to Employee

CHLA Program Coordinator Jared Mandap grew up in the East Hollywood/Silver Lake neighborhood surrounding Children's Hospital Los Angeles. In the

seventh grade, he began visiting a friend who was hospitalized with leukemia. Impressed with the care CHLA team members showed patients and visitors alike, he says, the experience "changed my course."

During the 2020-21 school year, while in his senior year pursuing a bachelor's degree in sociology at California State University, Los Angeles, he applied for the CHAMP internship. Assigned to Community Affairs, he was able to use his talents on a project called Photo Voice, which gives young people a way to show their community concerns through photography. When Mandap saw a posting on the hospital website for a full-time job in the same department, he quickly applied, and in 2021 became a proud CHLA employee. "I'm blessed to have this opportunity," he says.



Jared Mandap, CHLA Program Coordinator and CHAMP graduate

## Project SEARCH

Children's Hospital launched Project SEARCH in 2019 for young people with intellectual and developmental disabilities, in partnership with Los Angeles Unified School District (LAUSD), PathPoint, Frank D. Lanterman Regional Center and South Central Los Angeles Regional Center.

The debut year saw four interns spend time in the hospital's Human Resources and Information Systems departments, as well as the CHLA Gift Shop. In its

second year in 2020, Project SEARCH was challenged to provide internship opportunities virtually.

Due to extensive safety protocols during the pandemic, the 2020-21 cohort of four new interns attended web-based workshops, where they interacted with Children's Hospital team members and enjoyed job readiness sessions and skills training with the LAUSD. Graduation took place at the hospital in June 2021. A new group of interns will begin Project SEARCH's third year in fall 2021.



2019 Project SEARCH Cohort. Left to right: CHLA team members Ana Castro, Ellen Zaman, Susan Gantan and Rolando Gomez; Michael Whitfield of LAUSD; Project SEARCH interns Edgar R. and Roberto S.; Charles Farruggia of PathPoint; Project SEARCH intern Guadalupe B., Claudia Ramirez of PathPoint, and CHLA team members Natalie Jorgensen, Ernesto Rodriguez and Olga Taylor

# ECONOMIC AND COMMUNITY DEVELOPMENT

Making a stronger community requires an investment of time, creativity and partnership.

## Multifaceted Food Support

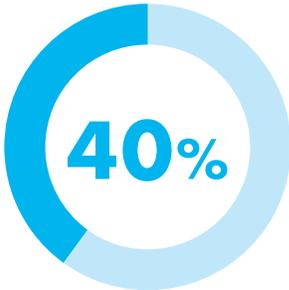
Food insecurity emerged as a major health crisis during the COVID-19 pandemic, particularly for children. Families were hard hit by job loss, childcare costs, rent and other economic challenges that put added pressure on budgets.

Children’s Hospital intensified its efforts to help feed those in need with a proactive food reclamation project, collecting unused food from its food service operations. The hospital worked with community partners like the Hollywood Food Coalition to ensure that the excess reached people who would benefit

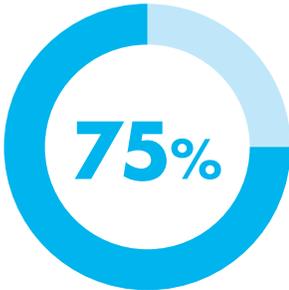
most. From March 2020 to May 2021, CHLA reclaimed 37,725 pounds of perishable food for use in the community.

The hospital also sponsored 15 produce box giveaway events in FY20 in the East Hollywood/Virgil Village community, partnering with the East Hollywood Neighborhood Council, the office of Councilmember Mitch O’Farrell and Rick’s Produce Market, where the giveaways took place. Through these and other efforts, CHLA helped deliver a total of 2,500 boxes of food —about 50,000 pounds—to families and individuals.

## Food Basics



**OF PEOPLE ARE NOT ABLE TO AFFORD FOOD ON A REGULAR BASIS.**



**OF CHILDREN EAT LESS THAN 5 FRUITS AND VEGETABLES A DAY.**

—CHLA Community Health Needs Assessment, 2019

## Community Impact Champions Network

In FY20, Children's Hospital team members brought their people power to such issues as food access, neighborhood beautification, Clean Air Day and COVID-19 vaccination, as part of CHLA's Community Impact Champions Network.

The CHLA volunteers, who represent a wide range of departments and job positions across the hospital, assisted at food distribution events and fresh produce box giveaways in the wider CHLA neighborhood. In April 2020, Champions joined with United for NELA (Northeast Los Angeles) for Dia del Niño, a food and toy distribution event.



Rebecca Martinez, MD (left), and Jennifer Taylor, RN, at a food distribution event in Glassell Park, where a total of 1,875 pounds of food were distributed



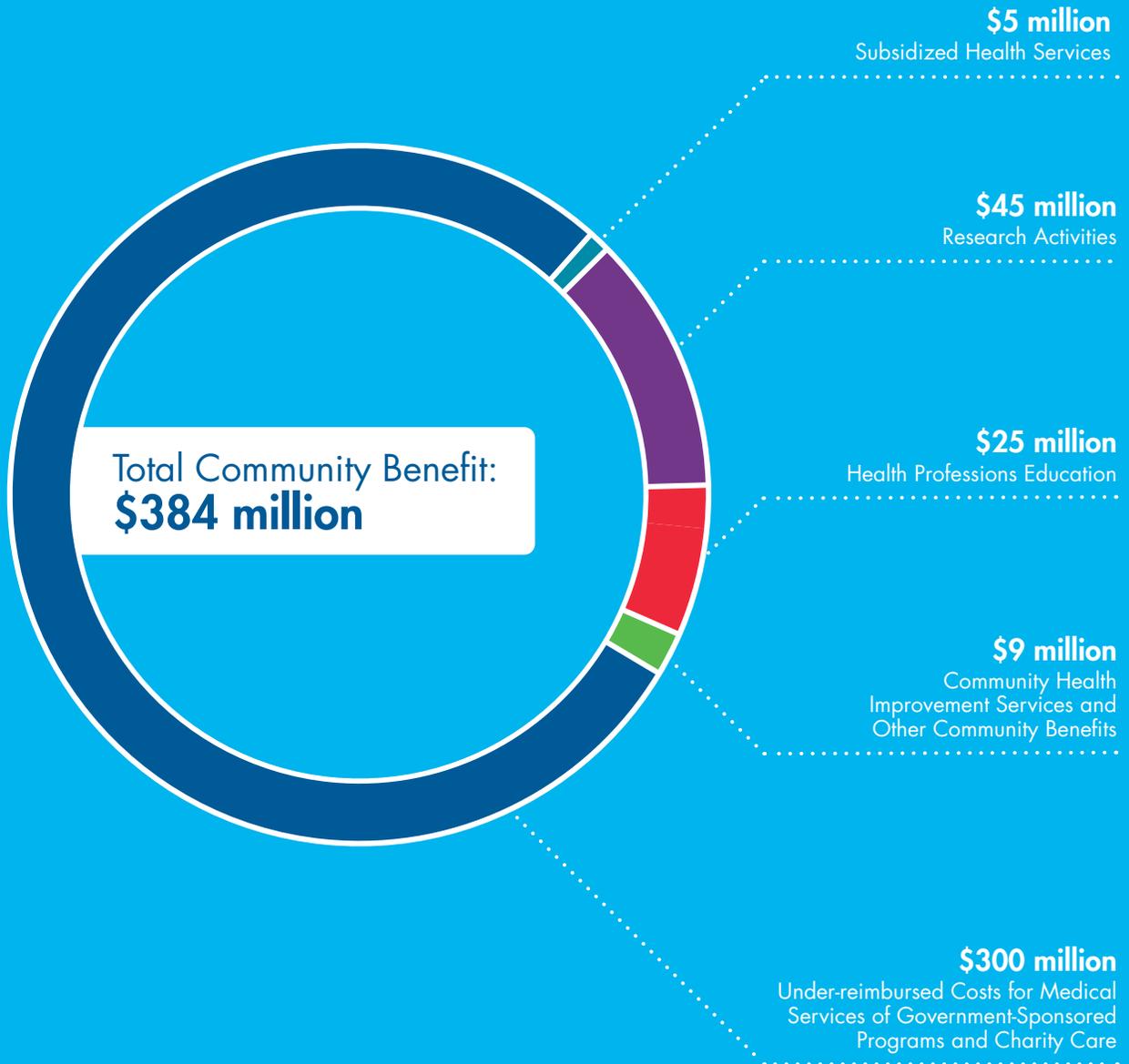
CHLA team member Chieu Yang (center) with family members Jevin Vo (left) and Cindy Vo (right), at a food distribution event in Cypress Park

The Champions and 200 other community members, Project Angel Food and the Hollywood Chamber of Commerce delivered 1,900 Thanksgiving meals in November 2020 to individuals experiencing health challenges and their caregivers. That December, CHLA volunteers assisted the Northeast Los Angeles Consortium in food giveaways.

Throughout 2020, Champions lent their energy to the Los Feliz Neighborhood Council for continuing beautification efforts at Vermont Avenue and Hollywood Boulevard. In December 2020, Champions also pitched in at Pop-Up COVID-19 Vaccine Clinics held by the Los Angeles Department of Public Health.

# COMMUNITY IMPACT

Fiscal year 2020



# COMMUNITY PARTNERSHIPS

Children's Hospital Los Angeles collaborates with numerous community programs, civic leaders, health care organizations, and hundreds of other organizations and associations. Here is a partial listing:

211 Info Line

After-School All-Stars Los Angeles (LA All-Stars)

AltaMed

American Cancer Society

Asian Pacific Health Care Venture

Assistance League of Los Angeles

Boys and Girls Clubs

Charles Drew University

Children's Bureau of Southern California

City of Los Angeles Department of Recreation and Parks

Coalition for Responsible Community Development

Consulado General de Mexico in Los Angeles

Councilmember Mitch O'Farrell, 13<sup>th</sup> District

East Hollywood Neighborhood Council

Family Voices

Frank D. Lanterman Regional Center

Friends of the Los Angeles River

Glendale Community College

Heart of Los Angeles (HOLA)

Hollywood Food Coalition

Hollywood Homeless Youth Partnership

Hollywood Studio District Neighborhood Council

Jewish Family Service of Los Angeles

JVS

LGBTQ Center of Long Beach

Local legislative offices, universities, faith-based organizations and neighborhood councils

Local YMCAs

Los Angeles City College

Los Angeles City Council Districts

Los Angeles County Department of Health Services

Los Angeles County Department of Mental Health

Los Angeles County Poison Prevention

Los Angeles Fire Department

Los Angeles Neighborhood Land Trust

Los Angeles Police Department

Los Angeles Trade Technical College (LATTC)

Los Angeles Unified School District

Los Angeles Urban League Head Start State Preschool

Los Feliz Neighborhood Council

March of Dimes

Maternal Child Health Access

My Friend's Place

Northeast Valley Health Corporation

Office of Los Angeles Mayor Eric Garcetti

Para Los Niños

PathPoint

Project Angel Food

Saban Community Clinic

South Central Los Angeles Regional Center

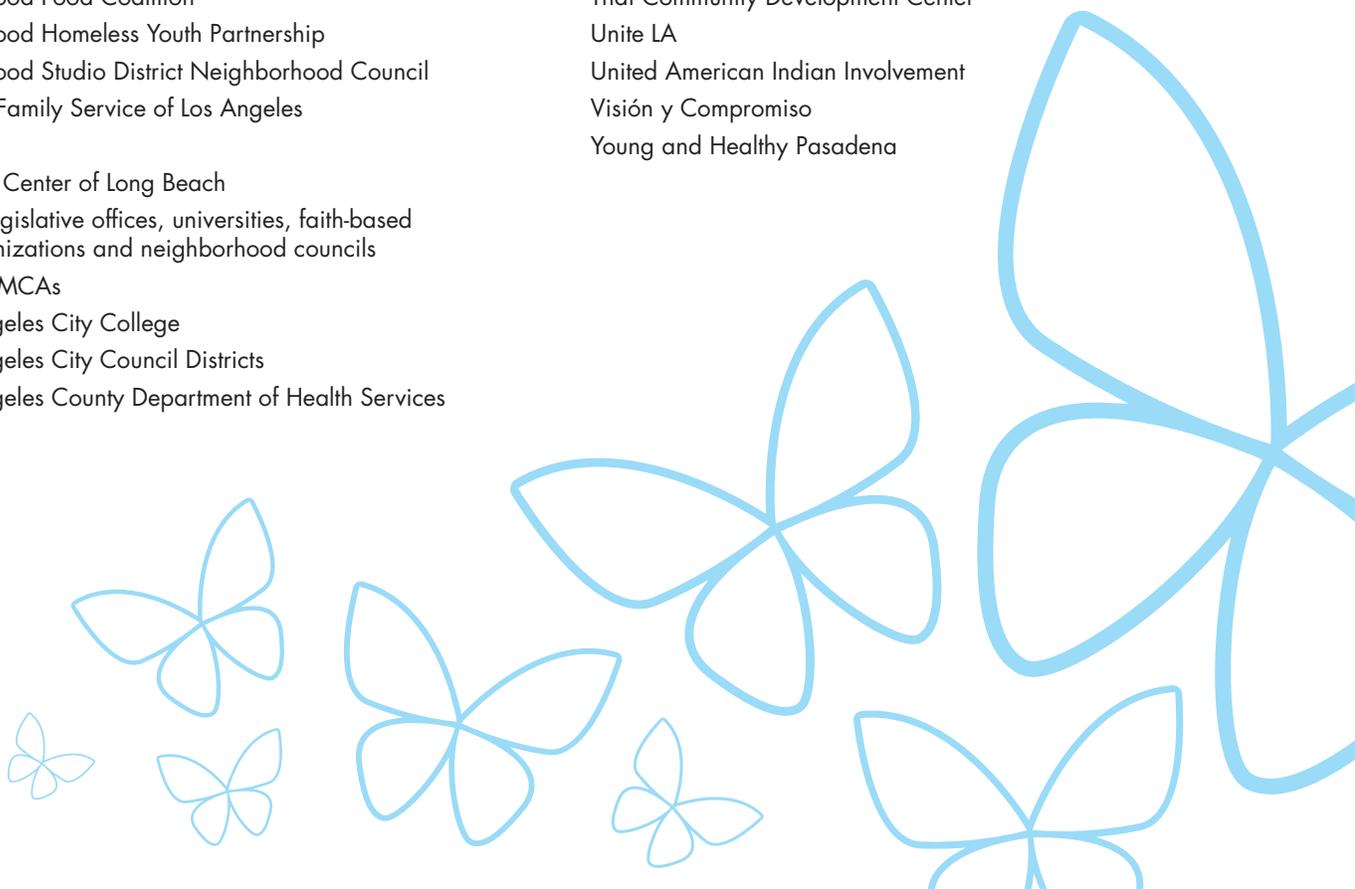
Thai Community Development Center

Unite LA

United American Indian Involvement

Visión y Compromiso

Young and Healthy Pasadena





## WE VALUE YOUR INPUT.

Share your ideas and stories related to our community's health—or request our 2019 Community Health Needs Assessment—by emailing us at [communitybenefit@chla.usc.edu](mailto:communitybenefit@chla.usc.edu).

You can also access the report at [CHLA.org/community](https://chla.org/community).